



BLACKBURNE HOUSE ANNUAL REPORT

2024/2025





Andrea Rushton, CEO

This year has been a powerful reminder of why Blackburne House exists and why the work we do matters more than ever. As we reflect on the past twelve months, I am immensely proud of the resilience, innovation, and unwavering commitment shown across our community. Together, we have continued to champion women's education, nurture economic empowerment, and drive meaningful social change across Liverpool and beyond.

Blackburne House has always stood as a place of opportunity, a space where women can rebuild confidence, discover new skills, and access pathways into employment that were once out of reach. This year, we have seen hundreds of women walk through our doors and leave transformed, not only by the qualifications they achieved but by the personal growth, networks, and sense of belonging they found with us.

One of the most significant external changes impacting our organisation this year was the increase to the National Minimum Wage. While this shift reflects a necessary and positive step for workers across the country, it also brought considerable financial pressure to social enterprises like ours. As a mission-driven organisation committed to fair employment, we welcomed the opportunity to further invest in our staff. At the same time, it required us to rethink, adapt, and strengthen our commercial activities to protect the long-term sustainability of the organisation.

I am proud to say that we rose to this challenge with determination and creativity. Our teams worked tirelessly to increase efficiency, enhance our income-generating services, and continue providing the high-quality support and learning experiences our women deserve. The result is an organisation that is not only resilient, but more agile and future-focused.

Across our education programmes, wellbeing services, and social enterprises, from hospitality to wellbeing to community initiatives, we continued to prioritise impact over profit, and people over process. Our partnerships deepened, our reach widened, and our understanding of what women in our community need has never been clearer. Whether supporting women into new careers, offering a safe and supportive learning environment, or providing vital wraparound services, Blackburne House remains a lifeline for many.

As we look ahead, our focus is on growth, not simply in size, but in depth. We will continue strengthening our educational offer, investing in our people, and expanding our social enterprise model so that every woman who walks through our doors has access to opportunity, support, and a future she can thrive in.

My sincerest thanks go to our staff, volunteers, board, partners, funders, and of course, the remarkable women we serve. Your stories, your courage, and your achievements are at the heart of everything we do.

Blackburne House has never just been an organisation; it is a community, a catalyst, and a home for progress. Together, we will continue to inspire change, open doors, and build brighter futures.



Blackburne House seeks to transform people's lives, in particular the lives of women and socially excluded groups and encourage their independence through the provision of education and wellbeing opportunities

Women's Technology Training Limited, now widely known as Blackburne House Education (BHE), was established in 1983 with a clear mission: to support women from disadvantaged backgrounds into employment within technical professions—sectors where women were significantly under-represented at the time.

Today, Blackburne House Education is a thriving organisation and one of the UK's leading education centres. Through our sister organisation, Blackburne House, we have created a series of successful social enterprises, each aligned with our educational mission and offering real-world examples of how new markets can address local community needs.

Attracting thousands of visitors each year, our facilities have grown to include a bustling bistro, a wellness and counselling centre, conference and events spaces, and a 52 place nursery. These social enterprises not only support our educational objectives but also provide hands-on learning opportunities and sustainable revenue streams.



OUR VALUES



INSPIRATION

We are committed to inspiring the women we work with at Blackburne House; raising aspirations is built into our education and development programmes and always reflected in our teaching and the services we provide.



EQUALITY

Blackburne House actively promotes a holistic approach to improving lives of women. We are committed to developing our offer to ensure that we are delivering services that will contribute to improving the lives of women.



TRANSFORMATION

By thinking and working creatively, we continually seek new ways to meet and exceed out financial, social and environmental aims - renewing and transforming areas of our business to ensure that we positively influence everyone that works with us.



INDEPENDENCE

We seek to promote confidence amongst the women we help and aim to equip them with skills and knowledge to enable them to become economically independent.



Blackburne House Education



We provide a holistic approach to learning, supporting women and those whose education and wellbeing have been impacted by gender oppression.

From the 2019/20 academic year, the Adult Education Budget (AEB) in the Liverpool City Region was devolved to the Combined Authority (LCRCA). We successfully tendered for the second term and, in 2021, secured a further five-year contract commencing in 2022, with a potential value of £3.8m.

We continue to expand and adapt our curriculum, delivery methods and project portfolio to meet the needs of learners, employers, government priorities and local industry growth agendas.

Learners are increasingly completing their qualifications, demonstrating strong resilience and determination. However, the rising cost of living continues to present challenges, particularly around childcare, mental health and wellbeing, travel costs and balancing study with employment.

Despite these pressures, significant progress has been made across subject areas, notably in Health and Social Care. For the first time, the Level 3 programme was redesigned to include structured work placements. Learners completed placements within the local community, supporting residential care services while working alongside experienced mentors.

This provided valuable real-world experience, strengthened practical skills and received excellent feedback from employers. As a result, we will continue

these partnerships into the 2025/26 academic year.

During the year, we also formed a partnership with Wirral Change, enabling 25 Wirral-based learners to access our ESOL provision. Alongside ESOL qualifications, learners achieved Functional Skills in Maths and English.

Progression pathways have been further strengthened, both internally and into employment and higher education, through a more focused curriculum offer. Overall, 80% of learners progressed from Level 2 to Level 3.

In Health and Social Care, progression exceeded 90%, with learners moving into the Level 3 Diploma in Adult Care or Access to Higher Education programmes.

Counselling also demonstrated strong progression, with over 80% moving from Level 2 to Level 3 and a new route now available to Level 4.

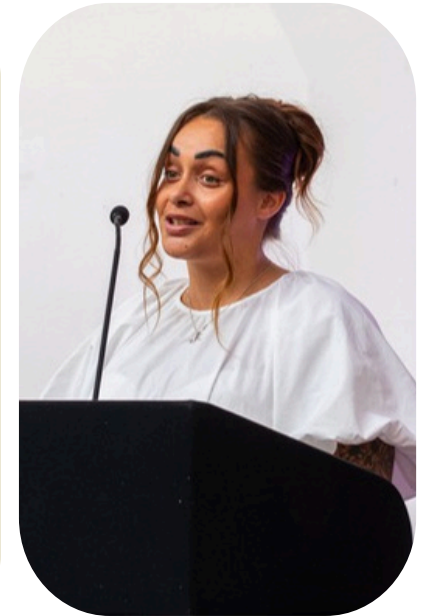
The Year Ahead

We will continue to focus on learner progression, improving performance and destination outcomes, while remaining committed to in-contract growth and supporting the education and wellbeing of young people.

Our Learners

Robyn Hinxman

Robyn enrolled at Blackburne House after deciding on a career change, choosing the Access to HE Healthcare course to fill a qualification gap holding her back from social work. Following an ADHD diagnosis, she found support at Blackburne House from her tutors and peers and went on to make Blackburne House history as the first student to progress straight from the Access course to a Master's degree. She is now studying an Integrated Practitioner Masters in Child Nursing and Social Work and looking forward to a career supporting children through social work.



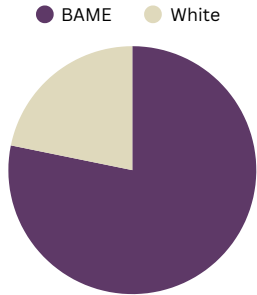
Sophie Childs

Sophie came to study at Blackburne House after struggling with her mental health and a breakdown in care transitions as a young person. Her life experiences motivated her to study Healthcare and pursue a career in transforming young people's lives through mental health support. Sophie never imagined herself going to university but she found confidence at Blackburne House and completed both the Level 2 and Access to HE Healthcare courses, and she has progressed to studying Childhood and Youth & Psychology at Liverpool Hope University.



Student Profile

Our data reflects the diversity in our learning community with over three quarters of our student population being from the Global Majority.



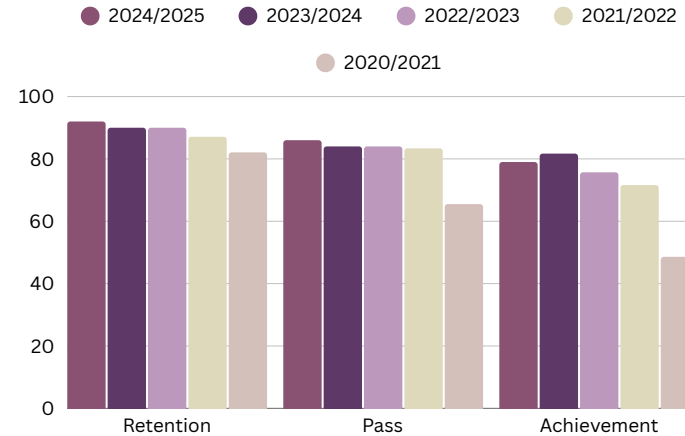
78%

of women identified as coming from Black, Asian, Mixed or other ethnic groups

98% 98% of learners identified as Female

Performance

The quality of education at Blackburne House has continued to improve in 2024 / 2025 with slight increases in learner achievement rates. Whilst this remains slightly below the national benchmark (86%), it reflects continuous improvements despite the persistent barriers many women face when accessing and completing their studies,



79%

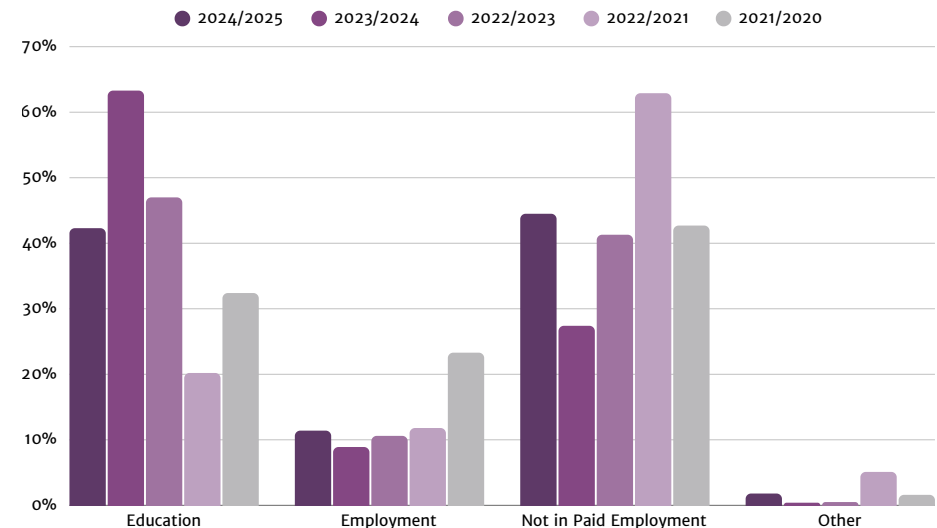
Overall achievement rate

86%

Overall pass rate

Destination Data

Education remains a key positive outcome, sustaining strong engagement, despite a fall from the previous. However the rise in individuals not in paid employment highlights ongoing challenges to transitioning into work.



Key Learner Demographics:

We supported **511 learners across 1,673 course enrolments**. Of these **500 were adult learners, accounting for 1,631 enrolments**, reflecting our ongoing commitment to lifelong learning and skills development.

- **Deprivation Levels** - 83% of learners reside in areas among the 30% most deprived nationally. Of these 63.2% resided in IMD 1 Postcodes, placing them within the top 10% most deprived areas in England.
- **Support for Learners with Additional Needs** - 23% of learners declared a learning difficulty or disability, highlighting our commitment to inclusive learning opportunities.

The Wellness Centre



The Wellness Centre plays a crucial role in transforming lives, providing a safe space where women can rebuild their confidence, resilience and overall wellbeing.

This year, the Wellness Centre has continued to play a vital role in transforming lives by offering a safe, supportive space where women can build confidence, resilience, and improved wellbeing.

Women across the Liverpool City Region continue to face some of the starkest health inequalities in the country. A 2025 Women's Health Taskforce report highlights that women in Liverpool experience poorer mental health and higher rates of depression than men, issues compounded by unemployment, care responsibilities, and long-term illness, all of which disproportionately affect women in the city.

Addressing these inequalities remains central to our mission. Over the past year, our service delivery has focused on reducing waiting times for counselling (4-6 weeks compared to regional average of 20) and removing barriers to access by providing fully funded therapeutic support.

Our cohort of student counsellors, who successfully completed their 100-hour clinical placements, have become powerful advocates for our work. We are

proud that each one has chosen to continue volunteering with us, strengthening our capacity and expanding our reach.

In line with national NHS and government priorities, we have also invested deeply in maternal wellbeing. With support from partners including The Masons, Steve Morgan Foundation, and The National Lottery, we delivered a series of targeted mental health interventions for new mothers. This included the launch of our Bond and Bloom programme, co-facilitated by experienced Early Years Practitioners from Blackburne House Nursery, to support postnatal mental health and nurture parent-infant attachment.

During this period, wider funding pressures in statutory services affected delivery. Our triage system had operated effectively for 18 months, but reduced access to mental health services led to changes in referral pathways, resulting in some referrals being less appropriate and increasing safeguarding risk.

In response, we updated partners and

introduced two measures: clients with suicidal ideation need to be six months post-attempt, and mandatory 1:1 initial assessments. These changes significantly reduced safeguarding incidents but increased assessment demand and waiting times. To manage this, we trained volunteer counsellors to deliver initial assessments, which is proving effective in supporting capacity.

We are especially proud to spotlight our partnership with Merseyrail, who have supported us over the past two years as one of their Charities of the Year. This reciprocal relationship has not only embedded women's wellbeing into their organisational culture, supporting their work to become menopause-friendly employers and champions of equality, but has also helped us build new relationships and reach new audiences.

As we enter our final year as their Charity of the Year, we look forward to continuing our collaboration and laying foundations for a sustained partnership beyond this formal period.

The Year Ahead

As women's health inequalities persist and demand for our services rise, we will continue to remove barriers to essential wellbeing support, ensuring women can access the care they need, when they need it.

Our Performance



1450

Counselling Sessions

We provide a lifeline for women in crisis, offering unlimited mental health support beyond the standard six session model used by many services.



980

Women Supported across all Services

We provide free accessible support at the point of crisis. Women can receive help when they need it the most without waiting lists or financial constraints.



451

New Referrals

External funding pressures within statutory services has increased the number of new service referrals.



451

Initial Assessments

Introduction of mandatory 1:1 initial assessments to reduce safeguarding incidents.



592

Wellness Interventions

From workplace wellness and mental health training, to resilience programmes, specialist fitness and mindfulness sessions, our wellbeing interventions are designed to improve confidence, physical and mental health.



390

Women Supported via 1:1 Counselling

Our counselling services are tailored to support the most vulnerable, including women from disadvantaged backgrounds, survivors of domestic abuse and those struggling with long term medical conditions.



21

Student & Volunteer Counsellors

We provide Level 4 student counsellors with 100 hour clinical practice placements. 50% of those supported this year are from the Global Majority as we actively work to increase diversity within the sector.



Customer Satisfaction Rate

The overwhelming majority of women who engage with our services report positive experiences. Our 6% 'Did Not Attend Rate' is a testament to the strength of our engagement model.

The School for Social Entrepreneurs in the North West



Blackburne House continue to work in partnership with the School for Social Entrepreneurs (SSE) to build the capacity of socially trading organisations in the Northwest.

Blackburne House continues to work in partnership with The School for Social Entrepreneurs (SSE) to deliver capacity building programs for socially trading organisations from across the Northwest.

We support the development and growth of social enterprises as a means by which to address some of society's most pressing issues. We empower people from all backgrounds to create positive social change. Our programs help individuals start, sustain, and scale social enterprises, charities, and community projects. We help individuals build confidence, leadership, and business skills.

This year we continue to embed the SSE 'Igniting the Social Economy 2022 to 2025' strategy. As a partner, we are working to fulfil this strategy which aims to:

- Ignite entrepreneurship communities.
- Accelerate social innovation.
- Harness networks and insights.

Programs and Partnerships

We finalised delivery of 2 Trade Up programmes and continue to explore partnership opportunities

to attract programme funding. As a result, SSE in the Northwest have been successful in developing new partnerships which have resulted in the launch of new opportunities:

A&O Sherman

SSE were chosen as the charity of choice by A&O Sherman with a view to tackling school exclusions in Liverpool and London. This support has enabled SSE and SSE in the Northwest to embed the new strategy, developing placed based programs across new themes. This partnership has seen increased levels of support for social entrepreneurs, primarily, although not exclusively, that are based in the Liverpool City Region. This year sees the end of this 3 year partnership.

Women's Enterprise Growth Programme

This year we supported the second year of a three-year programme to support women aged 18-35 living or working in London and Liverpool to develop the skills, strengths and networks required to grow purpose-led enterprises and in turn create new jobs for underserved communities. The programme is run by SSE with support from Youth Business International

(YBI) and funded by Standard Chartered Foundation as part of Futuremakers by Standard Chartered.

10 Liverpool and 10 London based participants will get a fully funded 8-day learning programme, bespoke 1:1 business development and modelling support, a supportive peer network and the chance to pitch for one of four Match Trading grants of up to £7,000.

Black Business Support

SSE in the Northwest were commissioned by Innervision to be an Account Manager providing a business coaching service to 6 Liverpool based entrepreneurs.

Bespoke Support

We continue to strengthen collaborative relationships across the social enterprise sector, reinforcing SSE's position as a market leader in the North West and Blackburne House as a leading social enterprise. Our bespoke support includes hosting project visits for national and international audiences, facilitating action learning sets, delivering witness sessions, and participating in social investment panels.

The Year Ahead

Blackburne House will seek to strengthen the partnership with SSE and will support SSE Northwest to cultivate local partnerships with a view to delivering both programs and workshops that ignite entrepreneurship in communities.



40

Social Businesses Supported

40 Social Businesses supported to grow and develop their socially trading organisations.



28

1:1 Action Clinics and Coaching Sessions

Delivery of 28 bespoke 1:1 Action Clinics and Coaching to supporting emerging Leaders with a particular emphasis on supporting Leaders from the Global Majority.



70

Business Leaders Supported

We have supported the development and growth of 70 Business Leaders through trade up programmes, business support workshops and 1:1 support interventions.

Catering and Hospitality



We are committed to transforming lives in an environment of equality and inspiration. We offer a warm, welcoming experience that directly supports a fairer and more inclusive society.

This year, we continued to deliver a warm and welcoming experience for visitors, customers, and delegates during a period in which the catering and hospitality sector continues to face significant challenges.

Our business growth strategy has focused on market penetration, with an emphasis on attracting both new and repeat customers. We introduced loyalty programmes to reward returning clients and developed tailored offers to increase footfall during traditionally quieter periods. Looking ahead, we will prioritise strategic partnerships and enhanced digital visibility to support further growth.

To strengthen and diversify our catering offer, we embedded a continuous improvement cycle within our Café at Clatterbridge service while preparing for the upcoming retendering process as we approach the end of our five-year contract.

We continue to welcome long-standing clients, including MSB Solicitors, The Brontë, The School for Social Entrepreneurs, and Liverpool John Moores University, demonstrating the value of mission aligned and relationship driven

growth. We will continue to nurture similar partnerships to grow trading income and amplify our social impact.

As the wider industry moves toward sustainable hospitality practices, we remain committed to contributing positively to local ecosystems and communities. In line with our organisational decarbonisation strategy, we work to embed sustainable procurement initiatives, waste-reduction measures, energy-efficient operations, and transparent supply-chain management across all catering and hospitality services.

Wherever possible, we source high-quality local produce, enabling us to use fresh ingredients, support local businesses, and reduce our carbon footprint. Currently, 88% of our suppliers are local independents, and 100% operate delivery depots within the Liverpool City Region, reinforcing our long-standing commitment to ethical, community-focused operations.

The Year Ahead

In response to shifting industry expectations, we will continue leveraging partnerships and funding opportunities to enhance the décor, technology, and

ergonomics of our conference and event spaces. These improvements will enable us to offer functional, welcoming spaces that meet demands and reflect our heritage, inclusivity, and social purpose.

With increasing demand for personalised services, we will fully utilise Events 500 and other systems to record, monitor, and act on performance data, strengthening internal processes and enhancing the overall customer journey.

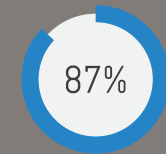
Collaboration with the Wellness Centre positions our conference and events offer to meet the rising demand for built-in wellness and mindfulness features. As organisers seek quiet zones, flexible seating, and moments of calm, we will design and promote packages that enhance delegate wellbeing and elevate the event experience.

The rise of 'micro-events', characterised by smaller groups, luxury touches, and deeper engagement, creates new opportunities to expand our personalised service offer. This includes intimate spaces, bespoke dining, and wellbeing treatments tailored to smaller gatherings.

The Blackburne House Bistro continues to be recognised as a "hidden gem" off Hope Street, an area experiencing increased visitor and tourist footfall. To capitalise on this, we will invest in SEO, social media advertising, and targeted digital strategies to ensure the Bistro is easily discoverable to both new and returning visitors.

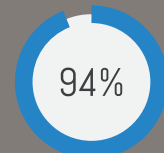
As we enter the year ahead, we remain focused on controlling costs, increasing productivity, and building a clear understanding of our business performance and future opportunities, ensuring we continue to strengthen our position in the marketplace.

Performance



Customer Satisfaction Rate

87% of our customers rated their overall experience at Blackburne House Cafe at Clatterbridge as either 'Excellent' or 'Good'



Customer Service Rating

94% of customers reported receiving an 'Excellent or Good service at Blackburne House Cafe at Clatterbridge.

Blackburne House Nursey



Blackburne House Nursery provides a fun and diverse early years environment for children aged from 6 weeks to 5 years.



Blackburne House Nursery continues to play a central role in helping us advance our charitable mission of empowering local women through education, opportunity, and holistic wellbeing. As a deeply valued part of our wider community offer, the Nursery provides an inclusive, nurturing learning environment where children from diverse nationalities and a broad range of cultural backgrounds learn, grow, and thrive together.

As an Ofsted-rated “Good” Early Years provider, we were successful in securing an LCRC Early Years Expansion Grant, a vital investment enabling Liverpool childcare providers to increase places for children under the age of three and support the introduction of extended 30-hour childcare entitlement.

The £15,000 capital award was used to refurbish and enhance our baby room. This improvement has strengthened our ability to respond to rising local demand for high-quality childcare.

Following this investment, Blackburne House Nursery has expanded capacity from 36 to 52 places, significantly improving our ability to serve eligible working parents—including those with

children from nine months who can now access the newly expanded 15 hours funded childcare entitlement. This growth positions us strongly within a competitive and fast-changing sector.

Like many early years providers, we continue to navigate sector-wide challenges, including workforce shortages and increases to the national minimum wage. These pressures require constant adaptation, careful financial planning, and a continued focus on staff wellbeing and retention.

Despite these challenges, our commitment remains clear: to maximise occupancy levels while ensuring Blackburne House Nursery continues to be both a provider of choice for families and an employer of choice for skilled, passionate early years professionals.

The number of children with diagnosed SEND needs continues to grow nationally, and our Nursery reflects this trend. This year we have seen a 5% increase in children benefitting from targeted SEND interventions.

We are proud of the inclusive, child-centred approach we take, providing

tailored support that promotes each child’s social, emotional, and cognitive development. Our holistic model includes:

- nurturing social-emotional learning
- enriched play-based and nature-based experiences
- planned interventions that build confidence, communication and early independence
- strong collaboration with parents, carers and specialist professionals

This approach ensures every child is met with understanding, compassion, and high expectations.

We continue to explore new and innovative ways to enrich early childhood experiences. Our partnerships with the University of Liverpool, Ready Generations, and Dukes and Duchesses Nursery support intergenerational learning, care and connection, helping children develop empathy, curiosity, and a deeper sense of belonging.

We remain committed to working closely with parents, carers, and the wider Blackburne House community to ensure that relationships, communication and shared learning remain central to our offer. Annual celebrations including our much-loved nursery graduation for school leavers and the ever-popular World Book Day, remain highlights of the year. These events bring families together, celebrate children’s achievements, and showcase the joyful community spirit that defines our Nursery.

The Year Ahead

Looking ahead, our key priority is to strengthen our position within a competitive childcare landscape. We will:

- enhance our marketing and outreach to ensure eligible working parents are aware of their entitlements and the quality of our provision
- maintain high occupancy levels while preserving our warm, inclusive ethos
- continue investing in staff development and retention
- expand partnerships that enhance children’s learning and wellbeing
- deepen our impact as part of Blackburne House’s wider mission to support women and families across the region

Together, we will continue to provide a nurturing, inspiring, and empowering early years environment, one that gives every child the strongest possible start.



90

Enriched Learning Opportunities

Including Spanish, Sports camps, music sessions and other activities that support children’s development, well-being, and cultural awareness.



30%

of children benefit from SEND Interventions

Including speech and language therapy, sensory support and behaviour interventions, ensuring every child can thrive in a nurturing environment.

Highlights



Graduation

A day filled with motivational stories, self belief, pride and absolute joy, this year's graduation was a celebration of tenacity and resilience. Read a full overview of the day [here](#).



Breakfast with Santa

A time was had at this year's Breakfast with Santa Fundraiser which was match funded by Barclays Bank and supported by local business owners from Collinge & Co.



International Women's Day 2025

Honoured to work to #AcceleerateAction for Gender Equality in partnership with Merseyrail.



Income Generation

From the Friends of Blackburne House Lottery, shaking buckets at the Grand National to Capital Grants and Corporate Partnerships, we have continued to diversify income streams to support our social impact and innovation.



National Diversity Awards

Blackburne House was shortlisted in the Community Organisation - Gender Category having received over 200 heart warming nominations.



Improving Women's Wellbeing

390 women benefitted from 1:1 Counselling support. Our 4-6 week appointment waiting time is lower than the 20 week regional average.



Masonic Charitable Foundation

New mothers in Liverpool experiencing postnatal depression, anxiety, and isolation will receive life-changing support thanks to a grant from West Lancashire Freemasons.



Good Finance

We were able to raise our national profile having been chosen as a Case Study by Good Finance. Click [HERE](#) to read the how we have used social investment to scale our work and impact.

Why Blackburne House? - National Diversity Awards



"The spin offs of empowering and educating women are immeasurable. Blackburne House is to be congratulated on their vision and their commitment to raising the aspirations and achievements of women. I was a pupil of Blackburne House back in the 1960s when it was a secondary school for girls and I'm so glad its legacy lives on."

"My daughter attends the nursery, and it has been a lifeline for our family, meaning we could return to work knowing our girl has the most wonderful women caring and educating her, an integral part of this wonderful organisation."

"I had a break from learning, like 10 years plus and was never encouraged to keep going like I was from my tutors and the support staff. Going into a college that feels like a warm and welcoming space, greeting and approachable staff it's a lovely place to study, and the staff encourage, push, advocate and guide you whilst allowing you to remain independent."

"Blackburne House stands out as one of the best institutions where I have had the privilege to study. The academic rigor is commendable, with a strong emphasis on developing a comprehensive range of skills. This approach ensures that students graduate not only with knowledge but also as competent and well-practiced individuals in their respective fields. The learning environment is exceptionally engaging, complemented by a kind and supportive teaching staff. Furthermore, the diverse student body, comprising various nationalities and ethnicities, significantly contributes to cultural and intellectual openness, fostering strong and meaningful connections among students. I extend my sincere gratitude to Blackburne House for their unwavering dedication and efforts."

"I have known of Blackburne House's work since 2007, when I enrolled on the School for Social Entrepreneurs programme. I was blown away on the day I walked in, and I'm blown away still today. This place lives and dreams its mission and continues to support and inspire today. I continue to send people to Blackburne House for support, especially if they are considering starting a social enterprise. Blackburne House is a jewel in the Liverpool city region of equality, diversity, respect, innovation, support social enterprise and damn good people!"

"Blackburne House has changed my life, when i first stepped foot in the building I was barely able to speak to anyone terrified of new people, I was always full of anxiety scared of any new thing that came my way and would constantly isolate myself.

Now I am full of confidence, I am the most social I have ever been, always happy to be a part of a conversation and even initiate a conversation which in the past would have my body shaking just at the thought of it.

I never expected a place to have such an impact. I have gained some really amazing life skills as well and can't wait to put all the teachings into practice!

No matter what was going on in my life the staff would be there straight away offering any help or advice they possibly could, even if I tried to hide my troubles they would notice and would take the time to talk to me just to make sure I was okay.

When struggling with money to feed my kids they jumped at the chance to help, searching for every possible way I could better my situation and by the end of the day I had nothing to worry about I had vouchers for gas and electric and food.

I honestly don't know where I would be without Blackburne House it has impacted my life in the most positive ways possible, being there feels more like a family than a college.

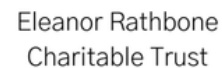
I will forever treasure my time spent here, to me this is the most amazing place on earth with the most supportive people you could ever meet.

I recommend every woman I ever meet to go there when looking for a course, I can't even put it in to words how much this place actually means to me.

It helped me get my life back and get me ready to take the world on and hopefully become the best massage therapist ever! "

Partners & Supporters

Working Together to Enhance Education Through Enterprise



Our Strategic Direction



Each of Blackburne House’s business areas and social enterprises is strategically organised to support our learners whilst financially contributing to the organisations sustainability, growth and positive impact of the United Nations Sustainable Development Goals; Good Health and Wellbeing, Quality Education and Gender Equality.



Purpose

Our organisation follows a Theory of Change to guide business activities and impact, aligning with the UN's SDGs—Good Health, Quality Education, and Gender Equality—while demonstrating impact through rigorous reporting and strategic partnerships.



People

We prioritise personal and professional development, focusing on equality, diversity, inclusion, and staff communication. To improve retention, we'll implement financial and non-financial incentives, review staffing/pay structures, and introduce Wellbeing at Work initiatives for a supportive environment.



Partners

Strong partnerships are vital for delivering education through enterprise. We'll strengthen existing relationships, form new collaborations, and create social value partnerships that align with our mission.



Profile

We'll enhance visibility by expanding marketing, increasing networking, and celebrating our social impact. A particular emphasis will be placed on raising our digital profile.



Products

To ensure sustainability, we're improving products/services, forming an Enterprise Committee to increase income, and exploring diversification, commercialisation, and pricing strategies for financial resilience.





Performance

We're committed to improving educational outcomes, meeting KPIs, and enhancing financial performance. We'll refine data collection, collation, and interpretation to drive continuous improvement through effective insights



**BLACKBURNE HOUSE
BLACKBURNE PLACE
LIVERPOOL
L8 7PE**

www.blackburnehouse.co.uk 
marketing@blackburnehouse.co.uk 
[@blackburnehouse](#) 